User Manual

BeAware Corporate Server Admin Console

Ascentive LLC

Copyright Notice

Copyright © 2006 Ascentive LLC
All Rights Reserved

This document is protected by copyright law and internationals treaties. Unauthorized reproduction or distribution of this document or any portion of it, without prior permission from Ascentive LLC may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law.

Trademarks

Ascentive, the Ascentive logo, and BeAware are trademarks of Ascentive LLC.

AIM and AOL are registered trademarks or trademarks of America Online. Microsoft, Windows, MSN, MSN Messenger, Outlook, Outlook Express, Hotmail, Internet Explorer are registered trademarks or trademarks of Microsoft Corporation in the United States and other countries. Yahoo! and Yahoo! Messenger are registered trademarks of Yahoo!, Inc. IncrediMail is a registered trademark of IncrediMail. Thunderbird is a registered trademark or trademark of Mozilla.

Table of Contents

Copyright Notice 2
Trademarks 2
Table of Contents 3
Special Features 5
What is BeAware Corporate Server? 5
Getting Started 6
Login 6
Settings (For Advance User) 6
Overview 8
Recorded Information 9
    Applications 9
    Chat Sessions 9
    Emails 9
    Screen Captures 9
    Web Sites 9
    Windows Session 9
Settings 9
    User Management 9
    System Settings 9
View PC Activity 10
Applications 13
Chat 14
Email 15
Screen Captures 17
Web Sites 19
Windows Session 20
User Management 21
    Create New User 21
    Save User Information 22
    Delete User 22
System Settings 23
    License Manager 23
    Server Status 26
Trouble Shooting 27
Index 28

Table of Screen Captures

Screen Capture 1 - Getting Started 6
Screen Capture 2 - Login Screen 6
Screen Capture 3 - Server Settings (Advanced Users) 7
Screen Capture 4 - Overview Screen 8
Screen Capture 5 - Filters (Windows User Name) 10
Screen Capture 6 - Filters (Machine Name) 11
Screen Capture 7 - Filters (Jump to) 12
Screen Capture 8 - Application Page 13
Screen Capture 9 - Chat Page 14
Screen Capture 10 - Email Page (Sent Mail) 15
Screen Capture 11 - Email Page (Received Mail) 16
Screen Capture 12 - Screen Capture Page 17
Screen Capture 13 - Slide Show 18
Screen Capture 14 - Web Sites Page 19
Screen Capture 15 - Windows Session Page 20
Screen Capture 16 - User Management Page 21
Screen Capture 17 - License Manager Page 23
Screen Capture 18 - Add License 24
Screen Capture 19 - Customer Information Page 25
Screen Capture 20 - Server Status Page 26

Special Features

BeAware Corporate Server records activity in a multitude of ways. From Screen captures to Chats, to email alerts. No other program offers so many easy options for monitoring computers and Internet activity than BeAware. Most of these special functions are configurable; for example setting the image resolution of Screen Captures. You will come to rely on BeAware and wonder how you were working without it.

What is BeAware Corporate Server?

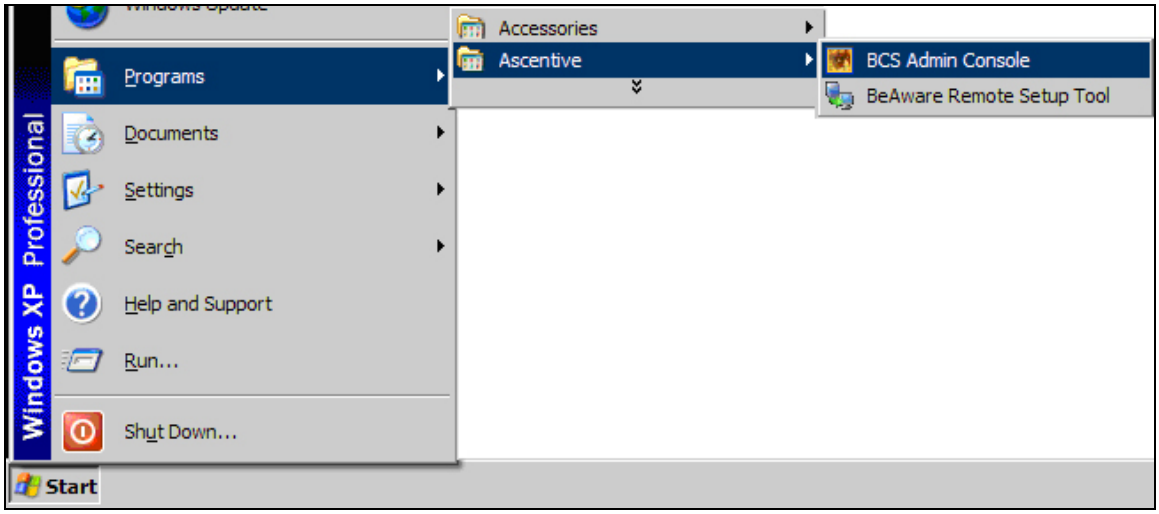
BeAware Corporate Server acts like a surveillance camera for your organization. It takes screen shots and records all the activities on the monitored PC. It enables you to view the web sites visited, Internet chats, email sessions, documents created, applications used, startup and shutdown times, and games played by the user.

BeAware Corporate Server enables you to monitor your employees and achieve maximum productivity at work. The BeAware system makes sure that you don't miss a thing!

BeAware is compatible with Windows 98, ME, NT, 2000, XP and Windows Server 2000 and 2003.

Getting Started

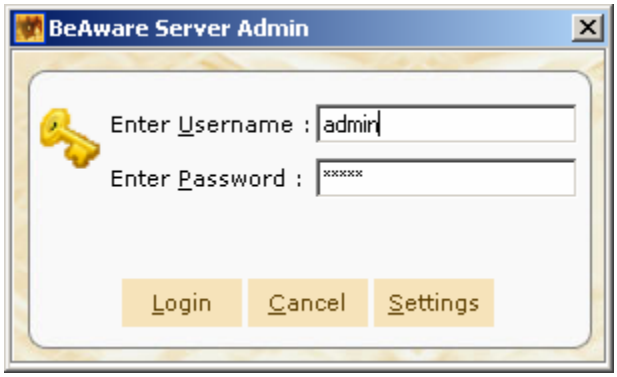
START→PROGRAMS→ASCENTIVE→BCS ADMIN CONSOLE



Screen Capture 1 - Getting Started

Login

BeAware starts at the **LOGIN SCREEN** as shown below:



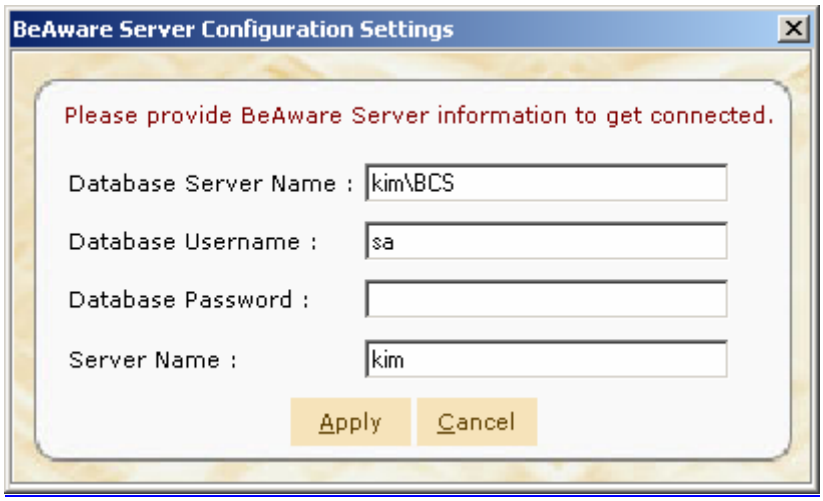
Screen Capture 2 - Login Screen

Enter the **Username** and **Password** and click on the **Login** button. This will enable you to login to the BeAware Admin Console.

Settings (For Advanced Users)

Click on **Settings** button if you want to open the BeAware Server Configuration dialog. The system by default is set for connection to the server that has been used for deployment.

Note: We recommend using the default settings to ensure BeAware functions properly.



Screen Capture 3 - Server Settings (Advance Users)

Please provide the following BeAware Server information to connect to the Server.

- **Database Server Name:** Enter **Database Server** name that you want to connect to.
  Format of the settings is as follows: [SERVERNAME]\BCS
- **Database Username:** Enter **Database Username** for the server that you want to connect to.
- **Database Password:** Enter **Database Password** for the server that you want to connect to.
- **Server Name:** Enter name of the **Server** that you want to connect to.

Click on **Apply** button to complete the BeAware Server Configuration settings.

Overview

The **Recorded Information** screen contains shortcut to all of the tabs under **View PC Activity**. These shortcuts provide you with one click access to all of the recorded information of the monitored machines.

Screen Capture 4 - Overview Screen

Note: *When the user logs in to* ***BCS Admin Console****, the overview screen is automatically displayed.*

Recorded Information

Applications

The **Application** button will bring you to the **View Applications Launched By User** screen.

Chat Sessions

The **Chat Session** button will bring you to the **Chat Session** screen.

Emails

The **Email** button will bring you to the **Emails** screen.

Screen Captures

The **Screen Captures** button will bring you to the **Screen Captures** screen.

Web Sites

The **Web Sites** button will bring you to the **Web Sites** screen.

Windows Session

The **Windows Session** button will bring you to the **Windows Session** screen.

Settings

User Management

The **User Management** button will bring you to the **User Management** screen.

System Settings

The **System Settings** button will bring you to the **System Settings** screen.

View PC Activity

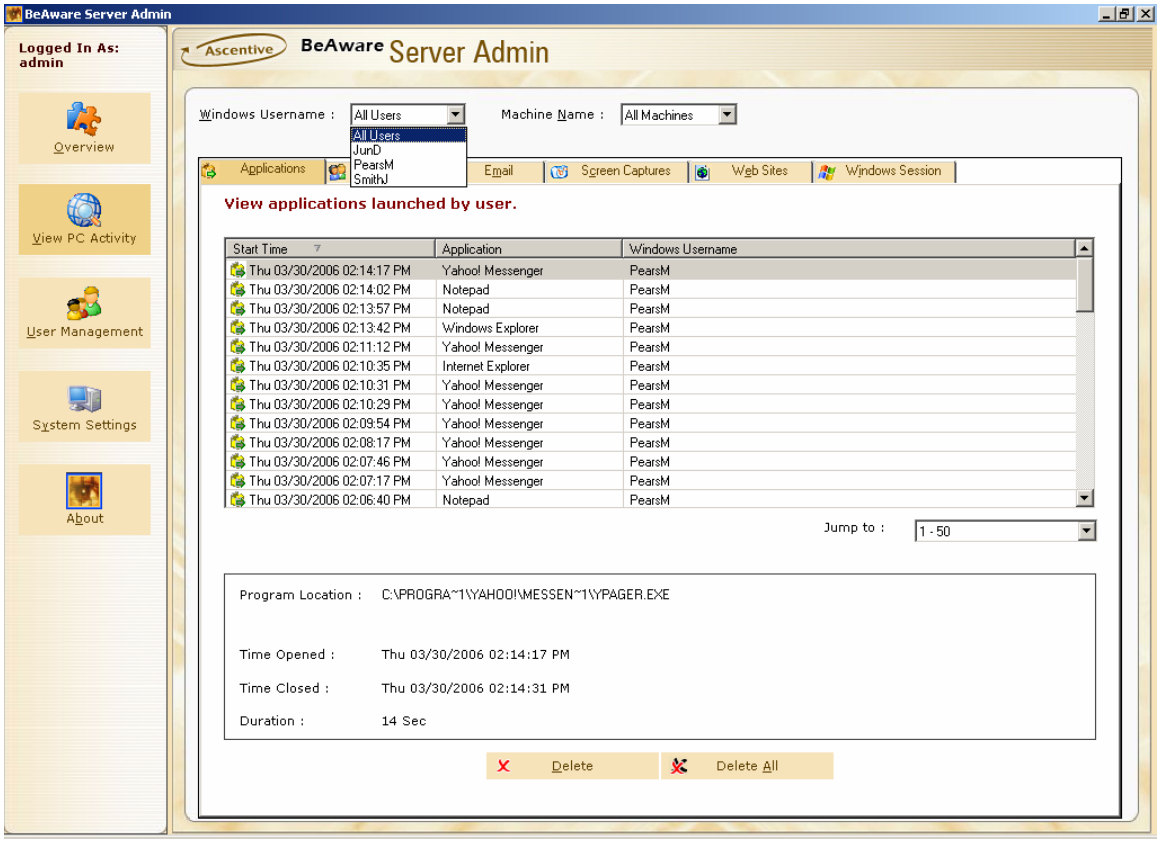
Clicking on the **View PC activity** button opens the **View PC Activity** page. It enables you to view the following items:

- Applications launched
- Chats
- Emails sent and received
- Screens viewed
- Websites visited
- User's login, logout and shutdown history

For ease of data retrival, some filtering/sorting options are provided. These are common to all the sections of the **View PC Activity** page.

These are **Window Username**, **Machine Name** and **Jump to:**

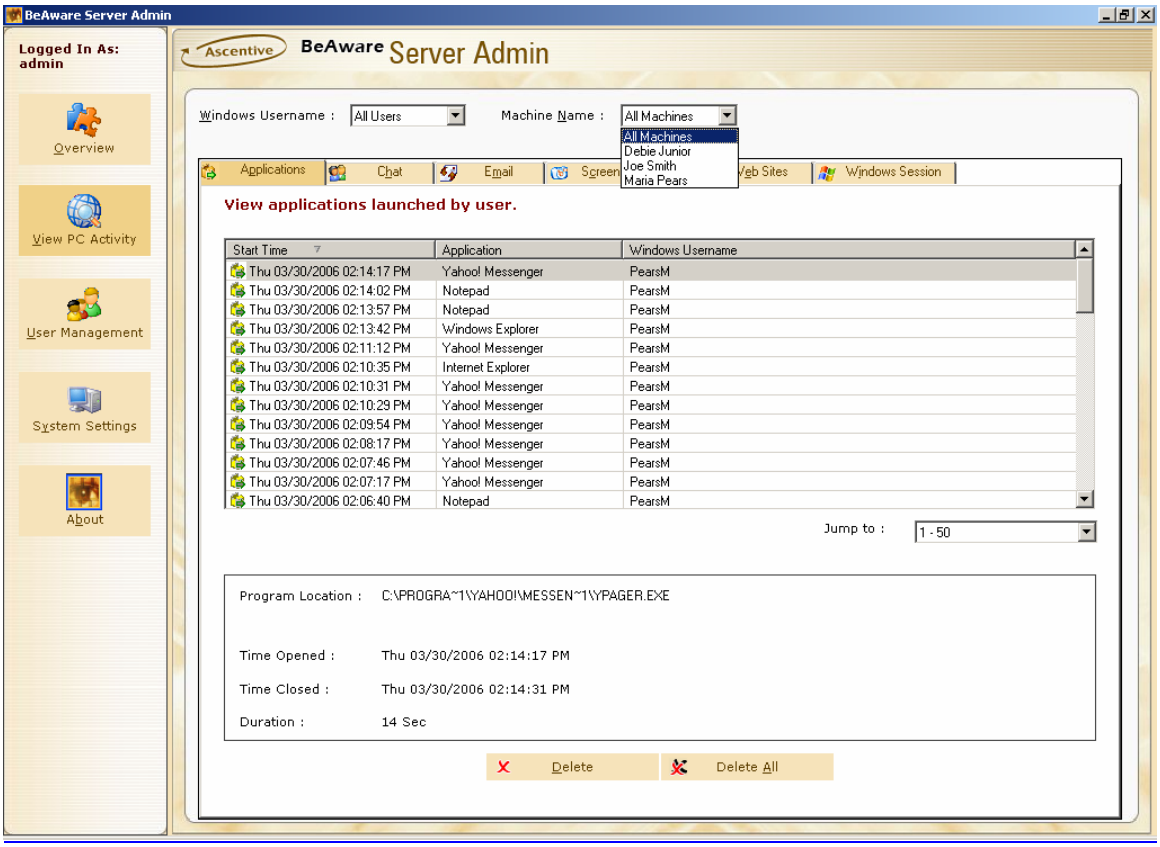
Window Username: Click **on** the **Windows Username** drop down list. It will display the names of all users whose system is monitored by BeAware. Select the desired Windows User Name from the drop down list. It will display the data uploaded by the specified user only.



Screen Capture 5 - Filters (Windows User Name)

Machine Name: Click on the **Machine Name** drop down list. It will display the names of all the machines monitored by BeAware. Select the desired machine name from the drop down list. It will display the data uploaded by the specific machine only.

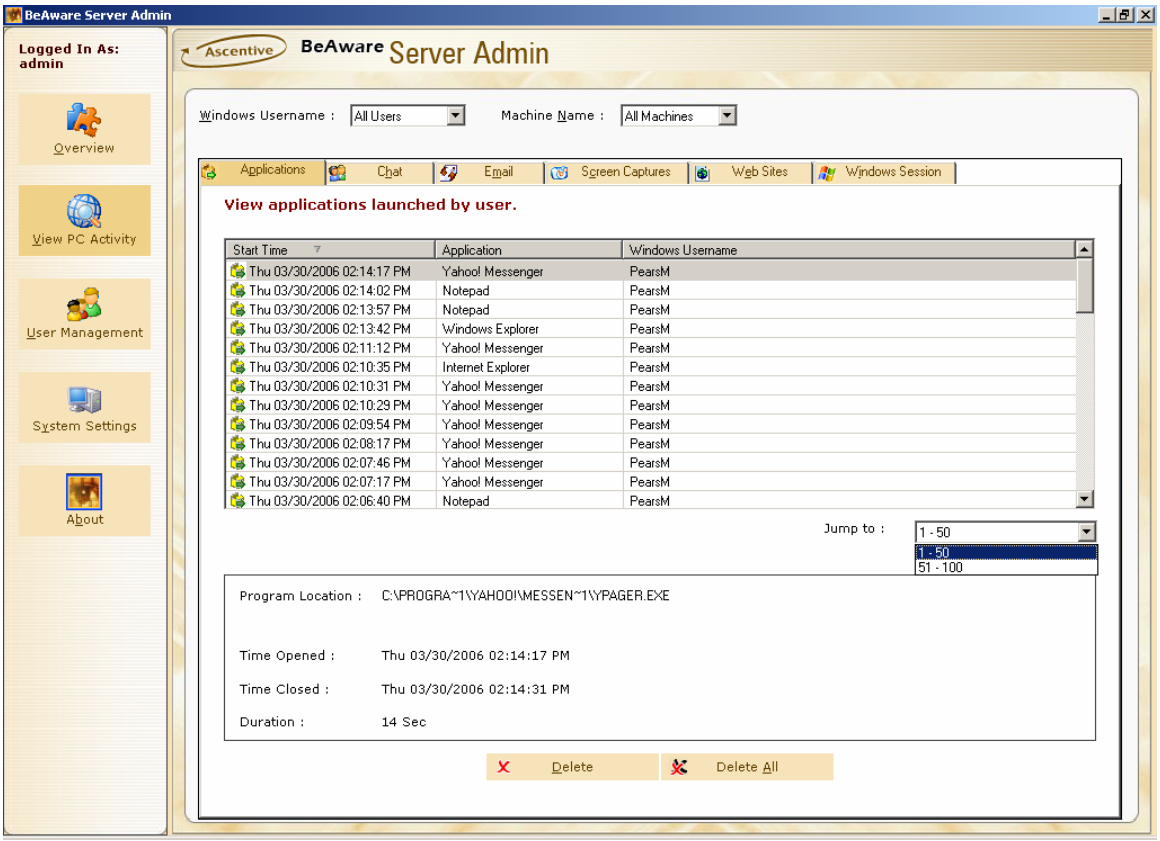
These filters can be used in combination to display the most relevant information as required by you.



Screen Capture 6 - Filters (Machine Name)

Jump to: Click on the **Jump to** drop down list. It will display the specified range of entries. Each selection is broken down into 50 entries. Selecting a range takes the administrator directly to the first record of the selected range.

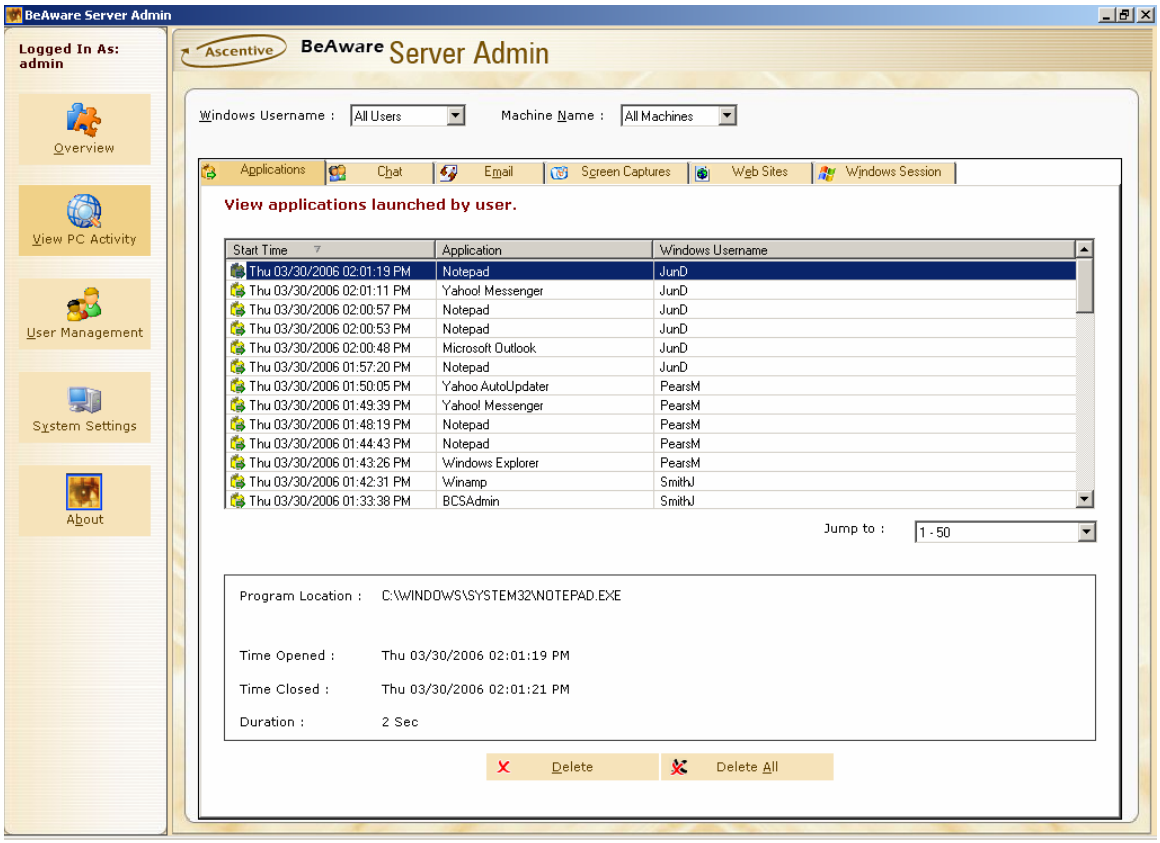
Example: Click on range 51-100, the slide shifts automatically to screen shot no. 51.



Screen Capture 7 - Filters (Jump to)

Applications

The **Application** tab displays the different applications launched by the monitored user. You can select an entry from the list. The details of the selected entry are displayed at the bottom of the page.



Screen Capture 8 - Application Page

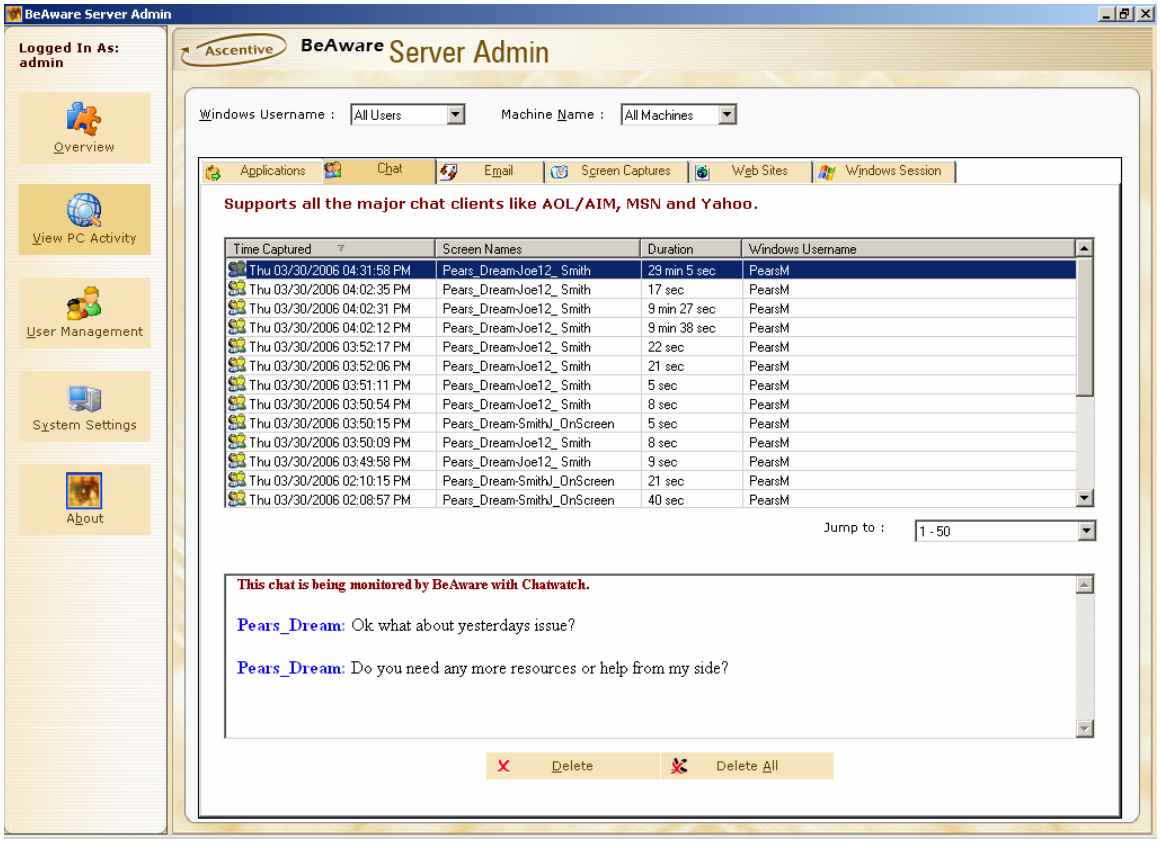
The application window displays the following information from the monitored machine(s):

- **Start Time:** Displays the date and time the user started the application.
- **Application:** Displays the name(s) of the applications launched by the user.
- **Windows Username:** Displays the logged in user's name on the target PC at the time of monitoring.
- **Program Location:** Displays the location where the application is stored.
- **Time Opened:** Displays the start time of the application.
- **Time Opened:** Displays the close time of the application.
- **Duration:** Displays the duration of the application execution.
- **Delete:** This button deletes the selected record.
- **Delete All:** This button deletes all the entries for the selected filters and not just the listed entries.

Note: *Click on* ***Start Time***, ***Application,*** *or* ***Window Username*** *to sort the records.*

Chat

The **Chat** tab displays all of the chats recorded for the user. BeAware monitors all chats done by the user. BeAware supports: AIM©, AOL©, MSN©, and Yahoo©.



Screen Capture 9 - Chat Page

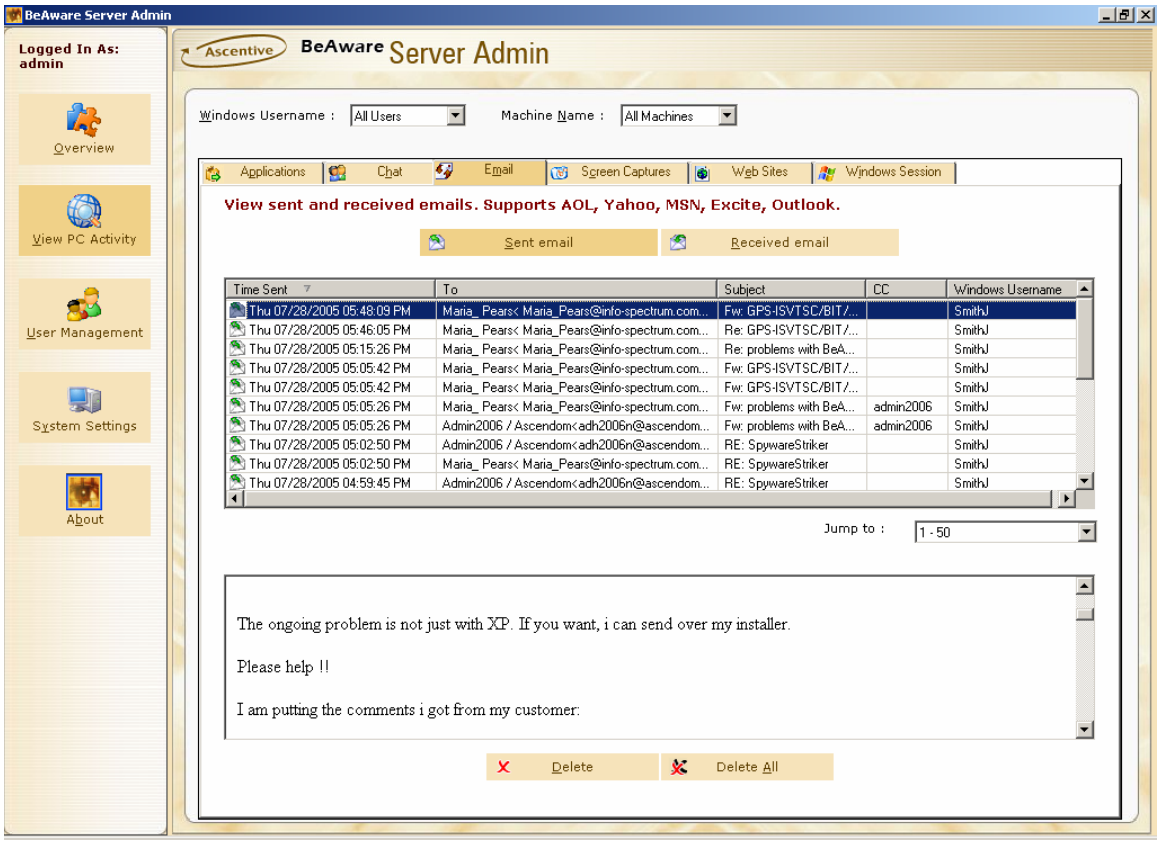
The Chat session window displays the following information:

- **Time Captured:** Displays the date and time the user started the chat session.
- **Screen Names:** Displays the chat screen names of the user.
- **Duration:** Displays the duration of chat sessions.
- **Windows Username:** Displays the logged in user's name on the target PC.
- **Delete:** This button deletes the selected record.
- **Delete All:** This button deletes all the entries for the selected filters and not just the listed entries.

Note: *Click on **Time Captured, Screen Names**, **Duration** and **Window Username List** to sort the record.*

Email

Email tab displays the information of all the Emails sent and received by the user. BeAware supports all major email clients like AOL©, Yahoo©, MSN©, Excite©, and Outlook©.



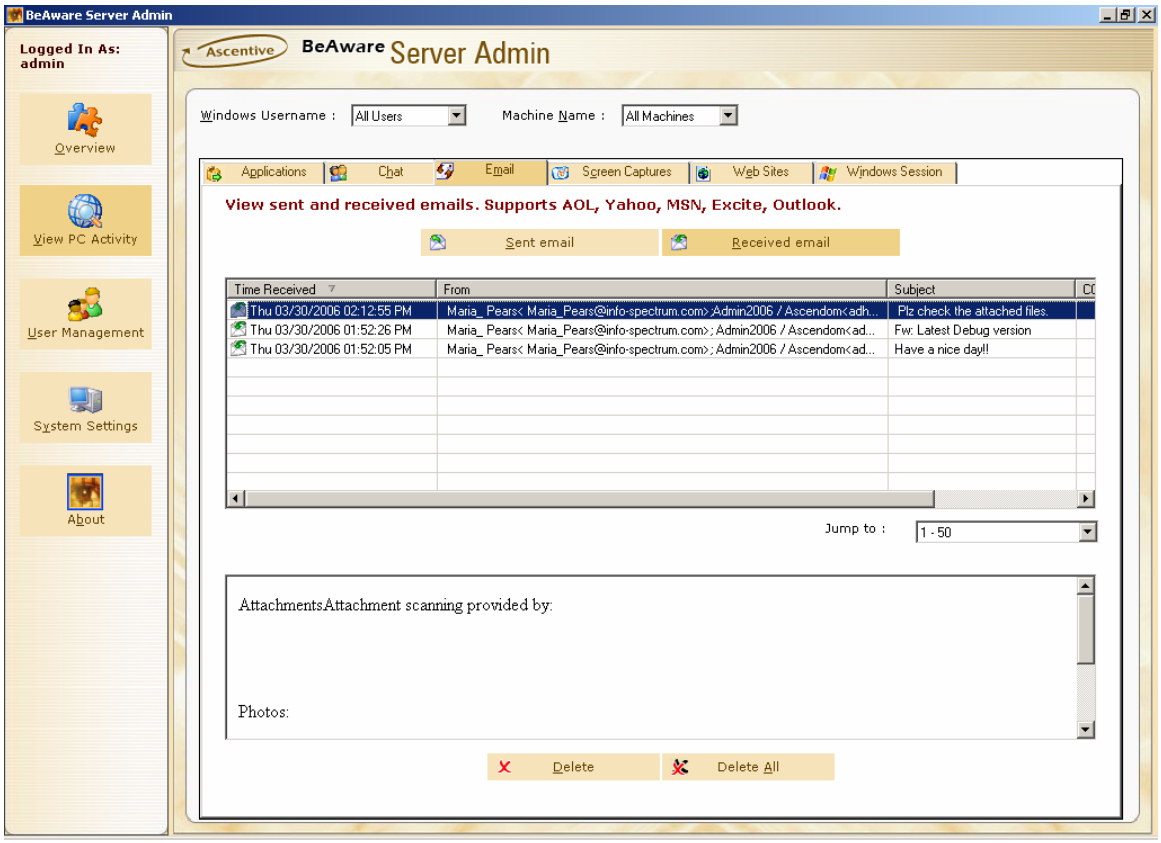
Screen Capture 10 - Email Page (Sent Email)

The Email window displays the following information:

1) **Sent email**:
Clicking on the **Sent email** button allow you to view all the mails sent by the user. The information displayed by clicking on sent Email button is:

- **Time Sent:** Displays the date and time the user sent the mail.
- **To:** Displays the receivers email address to which the mail was sent.
- **Subject:** The subject displays the subject of the mail, which the user has sent.
- **CC:** Displays the CC information of the email.
- **Windows Username:** Displays the logged in user's name on the target PC.
- **Delete:** This button deletes the selected record.
- **Delete All:** This button deletes all the entries for the selected filters and not just the listed entries.

Note: *Click on **Time Sent, To, Subject, CC** and **Window Username** to sort the record.*



Screen Capture 11 - Email Page (Received Email)

2) **Received email**:

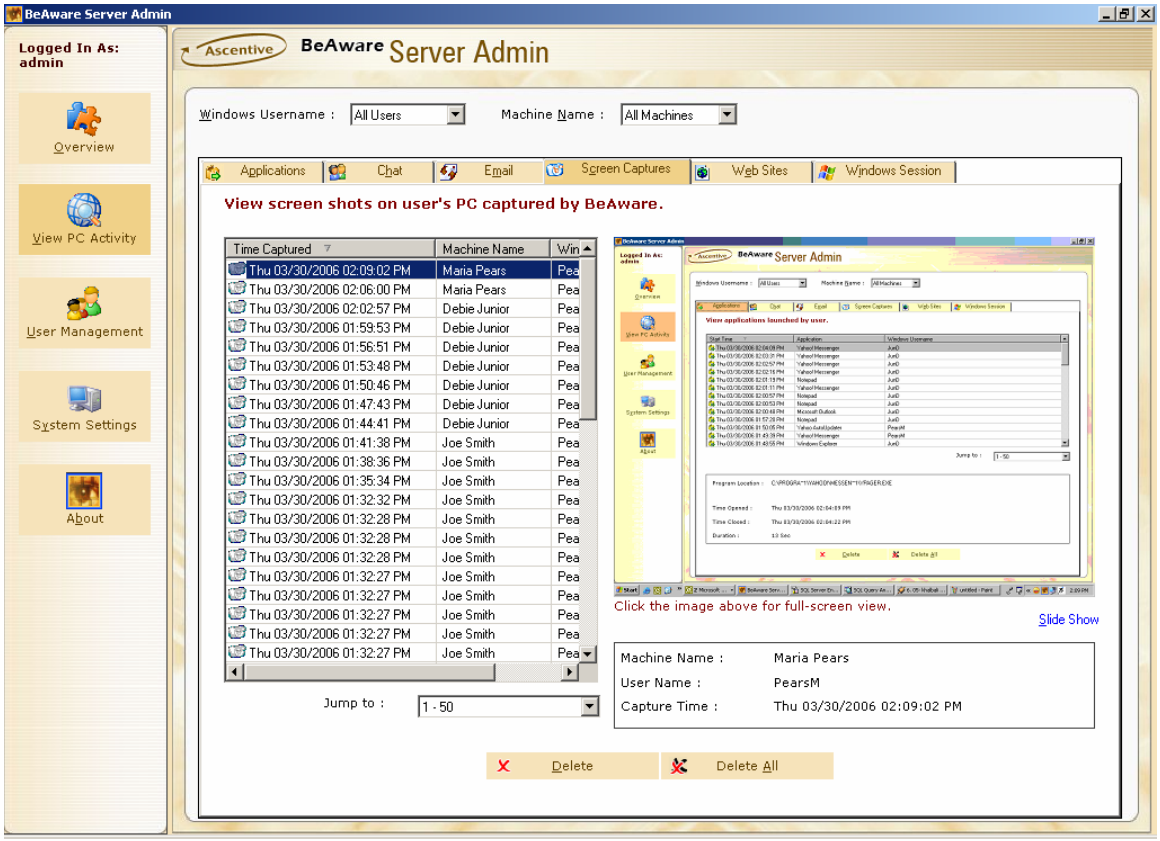
Clicking on the **Received email** button allow you to view the mails received by the user. The information displayed by clicking on received Email button is:

- **Time Received:** Displays the date and time the user received the mail.
- **From:** Displays the senders email address.
- **Subject:** Displays the subject of the mail, which the user has received.
- **CC:** Displays the CC information of the email.
- **Windows Username:** Displays the logged in user's name on the target PC.
- **Delete:** This button deletes the selected record.
- **Delete All:** This button deletes all the entries for the selected filters and not just the listed entries.

Note: Click on **Time Received, From, Subject, CC** and **Window Username** to sort the record.

Screen Captures

Screen Captures tab displays all the screen shots on user's PC captured by BeAware.



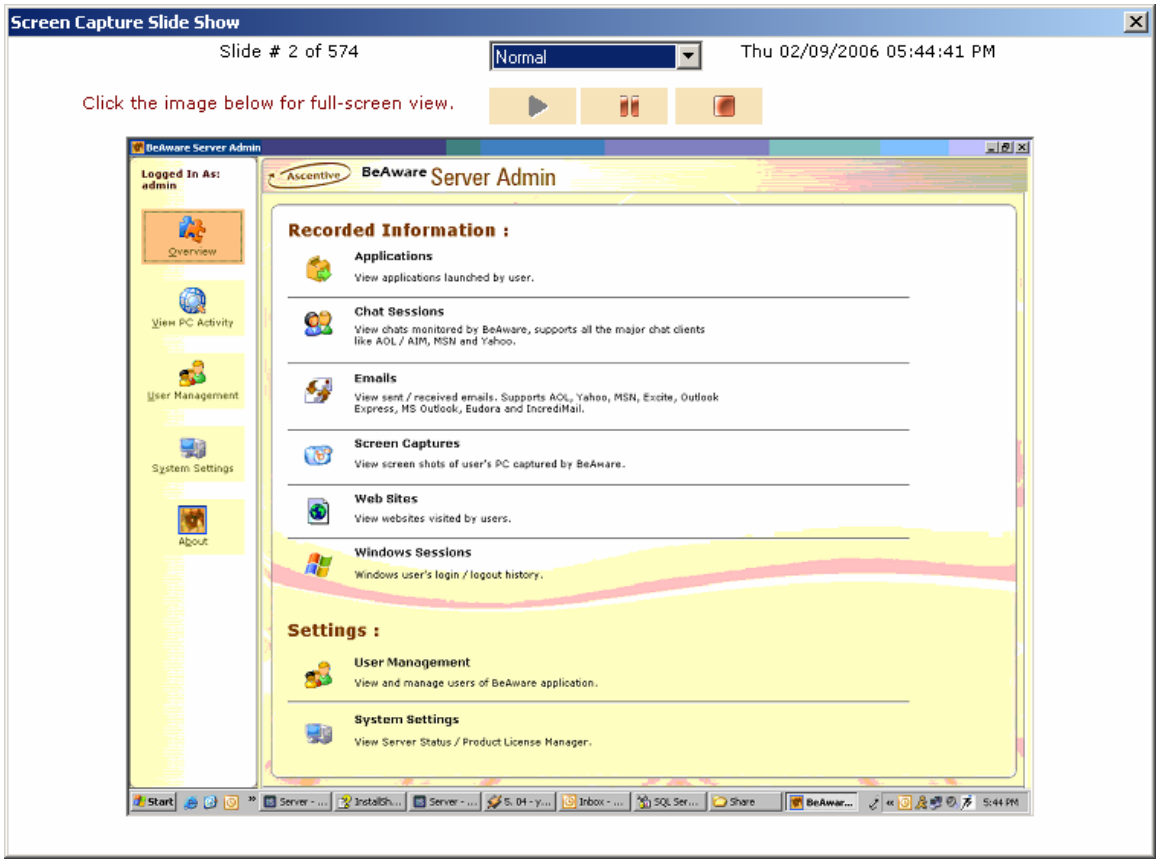
Screen Capture 12 - Screen Capture Screen

The Screen Shot tab displays the following information:

- **Time Captured:** Displays the date and time the screen capture was taken.
- **Machine Name:** Displays the target machine's name.
- **Windows Username:** Displays the logged in user's name on the target PC.
- **Delete:** This button deletes the selected record.
- **Delete all:** This button deletes all the entries for the selected filters and not just the listed entries.
- **Slide Show:** Click on slide show to view the captured images in slide show.

Note: *Click on **Time Captured, Machine Name** and **Window Username** to sort the record.*

Click on **Slide Show** to view the captured screens in Slide Show mode.



Screen Capture 13 - Slide Show

The user can set the following options while viewing the Screen Captures in the slide show:

- The user can view the slide in Normal, Fast or Slow mode by selecting the desired mode from the drop down list given.
- The Screen Capture Slide Show gives the information on which day, date and time the screen was captured.
- Buttons for Play, Pause and Stop is given.

: **Play Button**

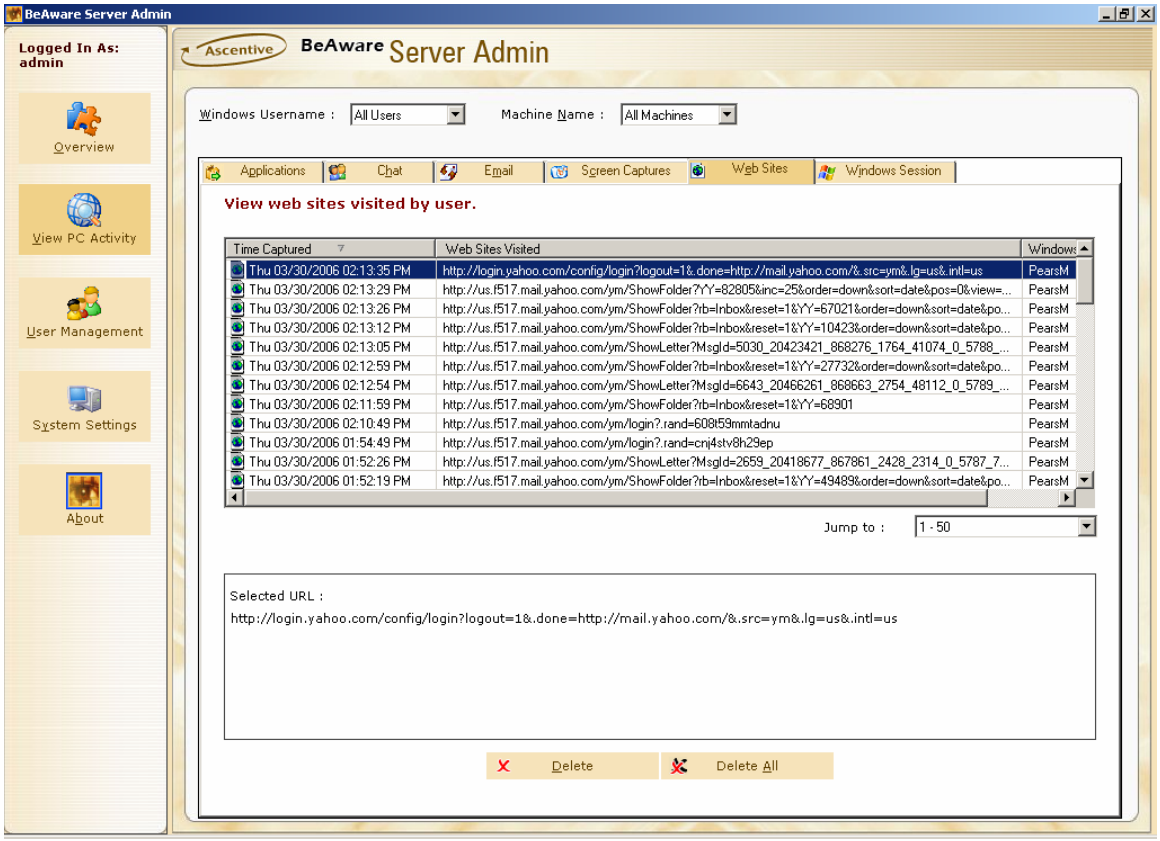
: **Pause Button**

: **Stop Button**

- Double click on the image, shown in the slide show; it will be displayed in full screen.

Web Sites

Web Sites tab displays URL of the web sites visited by user.



Screen Capture 14 - Web Sites Page

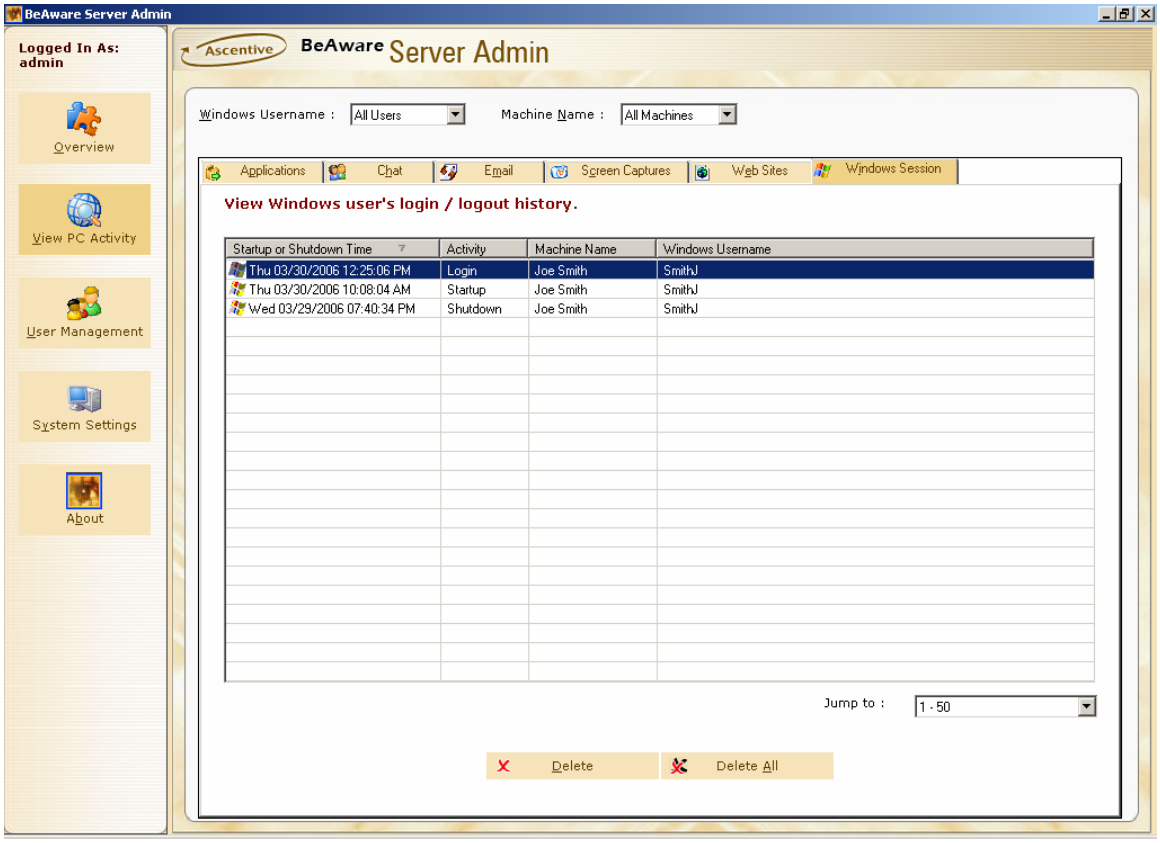
The Web Site window displays the following information:

- **Time Captured:** Displays the date and time the user visited the specific web-site.
- **Web Site Visited:** Displays the address of the websites, which were visited by the user.
- **Windows Username:** Displays the logged in user's name on the target PC.
- **Delete:** This button deletes the selected record.
- **Delete all:** This button deletes all the entries for the selected filters and not just the listed entries.

Note: Click *on* ***Time Captured, Web Site Visited*** *and* ***Window Username*** *to sort the record.*

Windows Session

Windows Session tab displays the information regarding user's login/logout history.



Screen Capture 15 - Windows Session Page

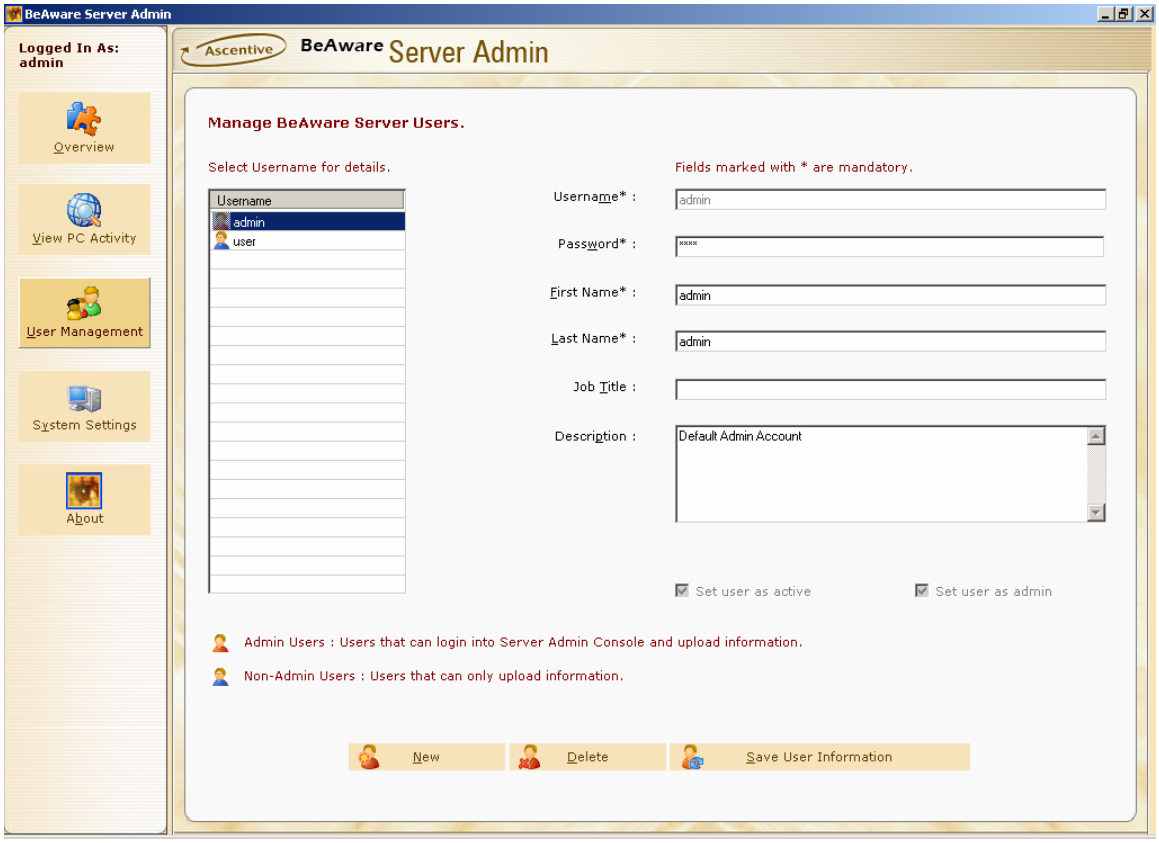
The Windows Session displays the following information:

- **Startup or Shutdown Time:** Displays the date and time of the windows session on the user's machine.
- **Activity:** Displays the user's activities on monitored PC.
- **Machine Name:** Displays the name of the machine, which the user is using.
- **Windows Username:** Displays the logged in user's name on the target PC
- **Delete:** This button deletes the selected record.
- **Delete All:** This button deletes all the entries for the selected filters and not just the listed entries.

Note: Click *on* ***Startup or Shutdown Time, Activity, Machine Name*** *and* ***Window Username*** *to sort the record.*

User Management

User Management manages BeAware server users.



Screen Capture 16 - User Management Page

Create New User

Clicking on **NEW** button allows you to create a new BeAware user. You can also enter the user's information in the following given fields:

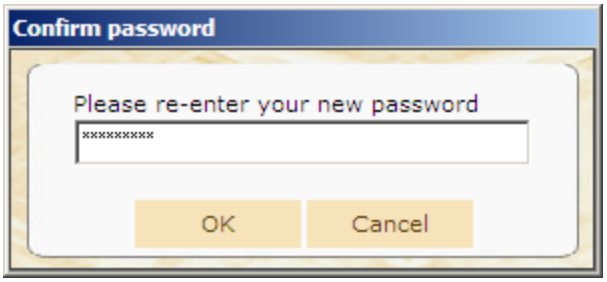
- **Username**: Enter username for the user.
- **Password**: Enter the Password for the user.
- **First Name**: Enter First Name of the user.
- **Last Name**: Enter Last Name of the user.
- **Job Title**: Enter the Job Title of the user.
- **Description**: Enter description for the user.

You can create two types of users, which are:

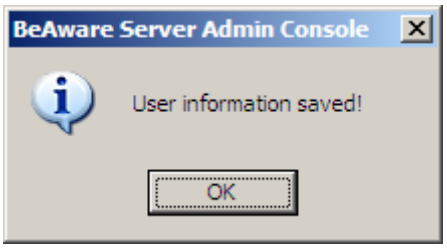
- **Admin Users:** These users can login into Server Admin Console and view the uploaded information.
- **Non Admin Users:** These users can only upload information. They cannot login to the admin console.

Save User Information

Save User Information: To save the data of the new user, click on **Save User Information** button. A dialog box will appear to confirm the password.



Enter the password and click on **OK**. It will display the following message:



The information entered for the new user gets saved and the user is listed in the Users list.

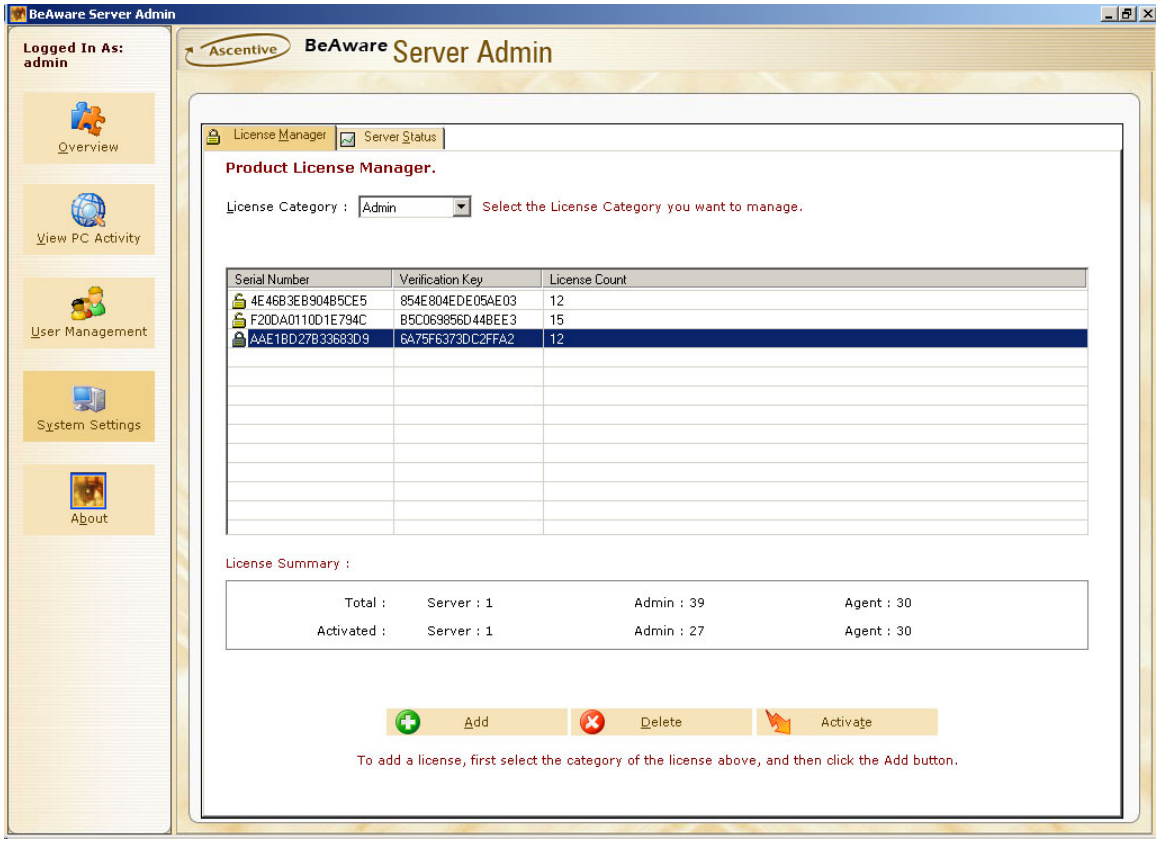
Delete User

Delete: To delete the record, select any user and click on the **Delete** button. The user will be deleted from the user group.

Note: *At least one **Admin User** is mandatory. It cannot be deleted.*

System Settings

License Manager

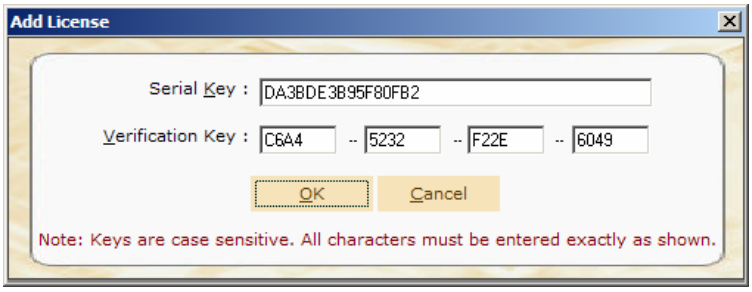


Screen Capture 17 - License Manager Page

The License Manager allows registration of various categories of BeAware Corporate Server.

- Select Category from the License Category drop down list.
- Click on the Add button.
- The BCS Key will be provided to you by the vendor.

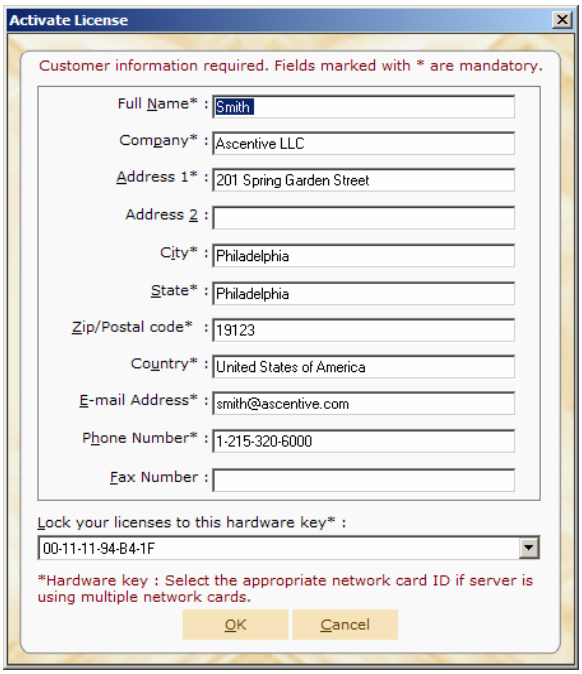
- **Add:** Click on **Add** button to enter License for selected category, **Add License** dialog box will be displayed asking the user to enter the **Serial Key** and **Verification Key** for the new category.



Screen Capture 18 - Add License

OK: Click on **OK** button to register the new category.

- **Activate:** Click on **Activate** button to activate the new category, it will display the **Active License** dialog box. Fill the required client information in the dialog box that is displayed.



Screen Capture 19 - Customer Information Page

- **Full Name:** Enter **Full Name** of the customer for whom the product is registered.
- **Company:** Enter the name of the **Company** where the customer works.
- **Address1:** Enter the **Address1** of the customer.
- **Address2:** Enter the **Address2** of the customer, if required.
- **City:** Enter the **City** name of the customer.
- **State:** Enter the **State** name of the customer.
- **Zip/Postal Code:** Enter the **Zip/Postal code** of the customer.
- **Country:** Enter the **Country** name of the customer.
- **E-mail Address:** Enter the **E-mail Address**s of the customer.
- **Phone Number:** Enter the **Phone Number** of the customer.
- **Fax Number:** Enter the **Fax Number** of the customer, if required.

Select the appropriate network card ID (Hardware Key) if the server is using multiple network cards.

Click **OK** button to activate the category. Confirmation of the activation will be displayed immediately.

Activated license key is indicated by an open lock icon.

- **Delete:** Press on **Delete** button to delete that license key that is added but not activated.

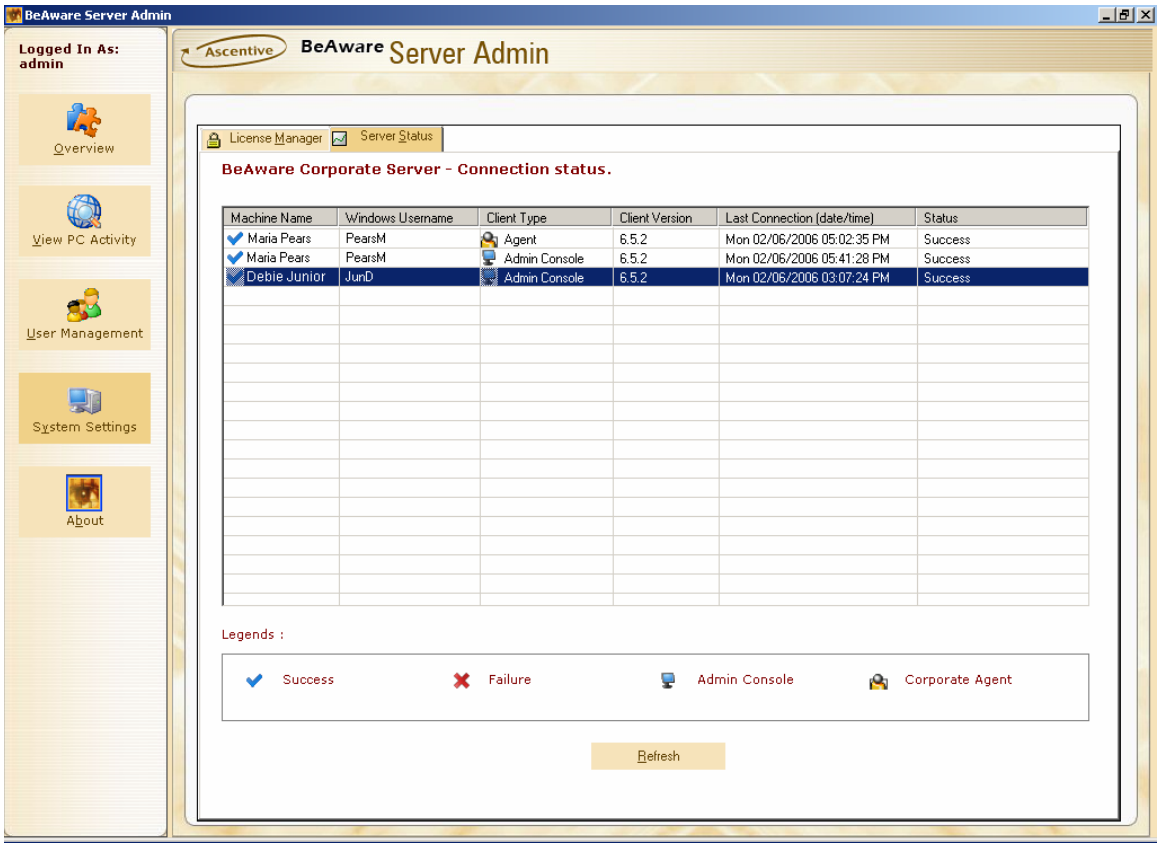
There are three catagories of License Managar, which are:

- **Server**: Add license for the Server (Only one server license can be added).
- **Admin**: Add Licenses for the admin console application.
- **Agent:** Add Licenses for the BCS Agent.

Product License Manager displays the following information:

- **Serial Number:** Displays the serial number entered for the concerned server, admin or agent. The close **Lock** icon displays that the category Serial Number is not activated. The open **Lock** icon displays that the category serial number is activated.
- **Verification Key:** Displays the verification key that has been allotted to the concerned server, admin or agent.
- **License Count:** It displays number of licenses allotted to a particular category.

Server Status



Screen Capture 20 - Server Status Page

To see the connection status, click on the Server Status tab, it will display the following information:

- **Machine Name:** Displays the machine name of the user.
- **Windows Username:** Displays the logged in user's name on the target PC.
- **Client Type:** Displays the category of the user.
- **Client Version:** Displays the version number of the application, which is installed on client's machine.
- **Local Connection (date/time):** Displays the information on which day, date and time the client get connected to server.
- **Status:** Displays the status of monitored machine.

Trouble Shooting

Error: Failed to communicate with BCS Server.	**Cause**:	Server connection can not be established.
	Solution:	1) Check the cable connecting the server and the client machines to the network. 2) If this doesn't solve the problem then restart the BeAware service on the server machine.
Error: Server cannot be activated, since no network ID.	**Cause**:	If H/W key option of Activate License page is empty.
	Solution:	Check that the network card is working properly. If possible, remove and reinsert network card. Try restarting the machine.
Error: Unable to retrieve user information.	**Cause**:	The users list is not displayed in Server Status page.
	Solution:	Please try restarting BCS Admin Console.
Error: Failed to create Registration Key.	**Cause**:	Registration key could not be created.
	Solution:	Current Windows user must have rights to modify registry. User should login with appropriate credentials.
Error: Unable to decompress the screen captures.	**Cause**:	Files containing screen captures are in compressed form. Decompression fails because of failed ActiveX control's registration.
	Solution:	Reinstall BeAware Server application.
Error: Error connecting to server.	**Cause**:	If Login fails.
	Solution:	1) Check the cable connecting the server and the client machine. 2) If this doesn't solve the problem then restart the BeAware service on the server machine.
Error: Server Not Found.	**Cause**:	Server is not available.
	Solution:	1) Check the cable connecting the server and the client machines to the network. 2) If this doesn't solve the problem then restart the BeAware service on the server machine.

For additional support for your software, please visit our support site at:

http://www.ascentive.com/support/new

Index

A

Activate, 28, 32
Activity, 9, 10, 12, 24
Address1, 29
Address2, 29
Admin, 1, 7, 9, 25, 26, 30, 32
Admin Users, 25
Agent, 30
Application, 10, 15, 16
Application tab, 15
Ascentive, 1, 2

C

CC, 18, 19, 20
Chat tab, 17
City, 29
Client Type, 31
Client Version, 31
Company, 29
Compatible, 5
Country, 29

D

Database Password, 8
Database Server Name, 8
Database Username, 8
Delete, 15, 17, 18, 19, 20, 23, 24, 26, 30
Description, 25
Duration, 15, 17

E

E-mail Address, 29
Email tab, 18
Error, 32

F

Fax Number, 29
Filtering, 12
First Name, 25
From, 5, 19, 20
Full Name, 29

J

Job Title, 25
Jump to, 14

L

Last Name, 25
License Count, 30
License Manager, 27, 30
Local Connection (date/time), 31
Login, 7, 32
Login Screen, 7

M

Machine Name, 12, 13, 20, 24, 31

N

Non Admin Users, 25

O

Overview, 9

P

Page, 12
Password, 7, 8, 25
Pause Button, 21
Phone Number, 29
Play Button, 21
Program Location, 15

R

Received email, 19

S

Save User Information, 26
Screen Captures, 10, 20, 21
Screen Names, 17
Sent email, 18
Serial Number, 30
Server, 1, 5, 7, 8, 25, 27, 30, 31, 32
Server Name, 8
Settings, 7, 11, 27
Start, 6
Start Time, 15, 16
Startup or Shutdown Time, 24
State, 29
Status, 31, 32
Stop Button, 21
Subject, 18, 19, 20

T

Time Captured, 17, 20, 23
Time Opened, 15
Time Received, 19, 20
To, 18, 19

U

User Management, 11, 25
Username, 7, 8, 25

V

Verification Key, 27, 30
View PC activity, 12

W

Web Sites, 10, 23
Window Username, 12, 16, 17, 19, 20, 23, 24
Windows Username, 12, 15, 17, 18, 19, 20, 23, 24, 31

Z

Zip/Postal Code, 29